



Broxburn, Uphall and Winchburgh Local Area Committee

West Lothian Civic Centre
Howden South Road
LIVINGSTON
EH54 6FF

7 December 2017

A meeting of **Broxburn, Uphall and Winchburgh Local Area Committee** of West Lothian Council will be held within **Council Chambers, West Lothian Civic Centre**, on **Thursday 14 December 2017 at 9:00 a.m.**

For Chief Executive

BUSINESS

Public Session

1. Apologies for Absence
2. Declarations of Interest - Members should declare any financial and non-financial interests they have in the items of business for consideration at the meeting, identifying the relevant agenda item and the nature of their interest.
3. Order of Business, including notice of urgent business and declarations of interest in any urgent business
4. Confirm Draft Minute of Meeting of Broxburn, Uphall and Winchburgh Local Area Committee held on Thursday 5 October 2017 (herewith)
5. Police Scotland Update - Report by Inspector Scott Robertson (herewith)
6. Scottish Fire and Rescue Service - Performance Update Report (herewith)
7. Housing, Customer and Building Services - Report by Head of Housing, Building and Customer Services (herewith)
8. Service Update - NETS, Land & Countryside - Report by Head of Operational Services (herewith)
9. Advice Shop Service Update - Report by Head of Finance and Property Services (herewith)

DATA LABEL: Public

10. Pensioners' Groups Christmas Fund Allocations 2017 - Report by Head of Planning, Economic Development and Regeneration (herewith)
11. Revised Timetable of Remaining Meetings in 2017-2018 (herewith)
12. Workplan (herewith)

NOTE **For further information please contact Elaine Dow on 01506 281594 or email elaine.dow@westlothian.gov.uk**

MINUTE of MEETING of the BROXBURN, UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE of WEST LOTHIAN COUNCIL held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, on 5 OCTOBER 2017.

Present – Councillors Chris Horne (Chair) and Diane Calder

Apologies – Councillors Angela Doran and Janet Campbell

Present

Alan Bell, Lead Officer, West Lothian Council
Andrew Blake, Environmental Health, West Lothian Council
Hazel Hay, Tourism and Town Centre Officer, WLC
Eirwen Hopwood, Parks & Woodlands Manager, WLC
Phyllis McFadyen, Area Housing Manager, WLC
Inspector Scott Robertson, Police Scotland
Des Donnelly, Scottish Fire and Rescue Service

1. DECLARATIONS OF INTEREST

No declarations of interest were made.

2. MINUTE

The committee approved the Minute of its meeting held on 15 June 2017. The Minute was thereafter signed by the Chair.

3. POLICE SCOTLAND UPDATE

The committee considered a report (copies of which had been circulated) by Inspector Scott Robertson, Police Scotland providing an update on performance, activities and issues across the ward for the period up to and including 31 July 2017.

The report provided information for the period up to and including 31 July 2017 relating to a number of themes including hate crime and fire-raising and provided comparative figures for the same period in 2016. The Inspector commented that all-in-all it was a very positive report.

Inspector Robertson continued by advising on a number of initiatives that were taking place in the ward and included the continuation of Operation Borah which was targeting cannabis cultivation and road safety measures including monitoring of traffic at the new housing development in East Main Street, Broxburn.

The Chair thanked the Inspector for the positive report.

Decision

To note the contents of the report

4. SCOTTISH FIRE AND RESCUE SERVICE

The committee considered a report (copies of which had been circulated) by Scottish Fire and Rescue Service providing details of activity for the ward up to 31 July 2017.

Attached to the report at Appendix 1 was a series of graphs that provided details of accidental fire dwellings, fire casualties and fatalities, deliberate fires, fires in non-domestic properties, non-fatal non-fire emergency casualties and unwanted fire alarm signals; these were provided on a ward basis, West Lothian basis and Scotland-wide basis over a number years.

The Fire Officer then provided an update in relation to a number of initiatives taking place including ongoing work to reduce wheelie bin fires which continued to be a problem across West Lothian and local risk management preparedness in relation to RTA's now that the autumn/winter period had arrived.

The Fire Officer then responded to a number of questions from the members and in relation to one of those questions concerning arranging home safety visits, the members were advised that the best way to contact the service to arrange such a visit was through social media. He did acknowledge that this was not so easy for the older population but that the representatives of the fire service attended a number of community groups where such information was provided. However he undertook to provide contact information to elected members so they could share these with constituents if they were asked for assistance on this matter.

Decision

1. To Note the contents of the report; and
2. Requested that Mr Donnelly provided elected members with contact details/leaflets that advised how constituents could arrange home safety visits from the Fire Service.

5. HOUSING, BUILDING AND CUSTOMER SERVICES UPDATE

The committee considered a report (copies of which had been circulated) by the Head of Housing, Customer and Building Services providing an update on the housing service activities for the ward.

The report examined Property Void and Let Performance for both mainstream and temporary properties for the period April to June 2017, noting that there were 18 Policy Voids in the period. It was noted that voids existed for various reasons such as decant, structural, asbestos and electrical issues but council services continued to work together to ensure a seamless process existed to avoid any unnecessary delays.

The Head of Housing, Customer and Building Services continued by providing details of rent arrears for the ward noting that for Quarter 1 of

2017-18 the arrears were £148,857 which was a decrease of £0,185 on last year's position. It was also reported that much work was being done in preparation of Universal Credit which was being introduced in February 2018 which would bring with it a number of challenges for both the council and its tenants.

Information continued to be provided on the capital programme and new build council housing, tenant participation including digital inclusion and the work of safer neighbourhood team.

The Local Area Committee was asked to note the Housing, Building and Customer Service Activity as detailed in the report for the period 1 April to 30 June 2017.

Decision

To note the contents of the report

6. SERVICE UPDATE - NETS, LAND & COUNTRYSIDE

The committee considered a report (copies of which had been circulated) by the Head of Operational Services appraising members of the Nets, Land Services and Countryside activities in the ward for the period 1 May to 31 July 2017

The report provided a summary of works carried out and enquiries received in relation to Grounds Maintenance, Garden Maintenance and Cleaner Communities.

In relation to litter prevention it was noted that enquiries regarding incidents of fly-tipping and abandoned vehicles were on the increase across the ward and across West Lothian overall. Therefore the service had identified the need to develop a strategy and actions plans to encourage partnership and joint working on this issue. Litter Prevention Action Plans would also ensure that the council was complying with the Scottish Government's National Litter Strategy, "Towards a Litter Free Scotland".

The Head of Operational Services continued by providing information on the work of the Enforcement Officers and also provided an update on Open Space and Cemeteries, noting that the work on both the Badgers Brook and Tippetknowe playparks were now complete and open to the public.

The committee thanked the officers for all their efforts in the ward with particular note made of the initiative operating at Almondell Park known as "Dog Poo Avenue".

It was recommended that the committee :-

1. Note the work carried out to date and future planned work; and
2. Advise of any areas that required further investigation or inclusion

in future plans.

Decision

To note the contents of the report

7. EDINBURGH AIRPORT AIRSPACE CHANGE - UPDATE

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration advising of the most recent development in Edinburgh Airport's airspace change proposals and to advise that the council had exhausted all avenues to influence the change process.

The report recalled that Edinburgh Airport had carried out two phases of consultation with regards to expansion plans for the airport including changes to its airspace and that the council had responded to both these consultation.

On 2 August 2017 Edinburgh Airport contacted those who had responded to the consultation advising that they had taken into consideration the comments received, made alterations they considered reasonable and intended to submit the change application to the CAA on 3 August 2017

During the course of the consultation process errors were noted in the consultation documents and Environmental Health contacted both Edinburgh Airport and the CAA outlining these concerns. Edinburgh Airport subsequently contacted the authority for more accurate population figures which was provided. Further information was also supplied to the CAA following contact from a local resident who agreed to the information he had gathered being shared with them.

The committee continued to be advised that since the report had been drafted there had been further developments in that the CAA had suspended its review of Edinburgh Airport's flight paths due to technical aspects contained with the submission. Edinburgh Airport had however stated that it would continue to work towards the getting the CAA to commence the review at the earliest opportunity.

The Environmental Health Manager also advised committee that he had contacted the UK Government Minister with responsibility for aviation and that he had responded to say that issues with Edinburgh Airport was a matter for the CAA.

In relation to a question about the methods for measuring aircraft noise the Environmental Health Manager explained that the methodology for measuring aircraft noise had recently undergone a number of changes and that it was not clear if the submission from Edinburgh Airport was based on the old or the new methodology or this was even one of the reasons that the review by the CAA had been suspended.

The Environmental Health Manager confirmed that there was not yet a resolution in sight for the whole issue and that he would endeavour to

provide committee with regular updates on the matter as appropriate. Therefore the committee agreed to leave the item of business on the workplan.

It was recommended that the committee :-

1. Note the current position with regard to Edinburgh Airport's intentions; and
2. Notes that the process was regulated by the Civil Aviation Authority (CAA) and that West Lothian Council had no further opportunity to influence the outcomes.

Decision

1. To note the contents of the report;
2. To thank officers for all their efforts on the matter; and
3. To agree to keep the item on the workplan for future updates.

8. WEST LOTHIAN VILLAGES IMPROVEMENT FUND - APPLICATIONS

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration advising of applications received seeking funding from the West Lothian Villages Improvement Fund (WLVIF).

The report recalled that three villages within the Broxburn, Uphall and Winchburgh ward area were eligible to apply to the Villages Improvement Fund.

Two applications had been received; one from St Philomena's Catholic Church for £15,000 for roof repairs and the other from Winchburgh Bowling Club for £10,000 to improve the toilet facilities. It was noted that the application from Winchburgh Bowling Club had previously been approved by the local area committee but subject to match funding. However it was now reported that the overall project had been reduced in size and therefore match funding was no longer required and all the works could be accommodated within the £10,000 requested.

Both applications were eligible under the scheme and it was recommended that the local area committee :-

1. Notes that one application had been received for funding;
2. Notes that the proposal met the eligibility criteria for supported projects;
3. Supports funding for the St Philomena Catholic Church village improvement project;
4. Agrees to release £10,000 previously agreed for the Winchburgh

Bowling Club toilet upgrade within the need to match fund as the project had now been reduced in size; and

5. Agreed that the Head of Planning, Economic Development and Regeneration should make an offer of funding as per the details set out in the report.

The Clerk then advised the committee that as only two members were present they could only agree the recommendations in principle and that the Lead Officer would have to submit a report to Council Executive to approve the villages improvement fund applications.

Decision

1. To note the contents of the report and the two villages improvement fund applications received; and
2. To note that whilst supporting the two applications in principle the Lead Officer would be required to submit a report to the Council Executive for both applications to be approved.

9. PENSIONERS' GROUPS CHRISTMAS FUND PROVISIONAL ALLOCATIONS 2017

The committee considered a report (copies of which had been circulated) by the Head of Planning, Economic Development and Regeneration advising of the provisional allocations made from the Pensioners' Groups Christmas Fund 2017 to groups in the Broxburn, Uphall and Winchburgh, Livingston-wide groups and West Lothian-wide groups.

It was reported that, from the total fund in 2017 of £28,766 the Broxburn, Uphall and Winchburgh ward had a provisional allocation of £3,564.69.

The Committee was informed that ten application forms had been issued to groups across the ward, with nine having been returned. The intention was that the nine applications would be supported and the remaining one would be followed-up. One application had been sent to a Livingston-wide group but this application had not yet been returned and this was also being followed-up

Attached to the report at Appendix 1 were the proposed allocations for the ward and Appendix 2 the provisional allocations for Livingston-wide and West Lothian-wide organisations.

It was recommended that committee note that nine groups within the Broxburn, Uphall and Winchburgh ward had applied to the fund and would be supported.

Decision

1. To note the terms of the report; and
2. To note that officers would continue to chase the outstanding

applications.

10. WORKPLAN

The committee noted the workplan (copies of which had been circulated).

Decision

To note the contents of the workplan.

DATA LABEL: PUBLIC



BROXBURN UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE

POLICE SCOTLAND UPDATE

REPORT BY PI SCOTT ROBERTSON

A. PURPOSE OF REPORT

The purpose of this report is to provide the Local Area Committee with an update on performance, activities and issues across the Ward for the period up to 31st October 2017

B. RECOMMENDATION

It is recommended that the Local Area Committee notes the content of the report.

C. SUMMARY OF IMPLICATIONS

I	Council Values	Focusing on our customers' needs; being honest, open and accountable; making best use of our resources; and working in partnership
II	Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None.
III	Implications for Scheme of Delegations to Officers	None.
IV	Impact on performance and performance Indicators	Performance relative to the 5 Year Average; set out in the report.
V	Relevance to Single Outcome Agreement	We live our lives free from crime, disorder and danger; we take pride in a strong, fair and inclusive society
VI	Resources - (Financial, Staffing and Property)	None.
VII	Consideration at PDSP	None.
VIII	Other consultations	None.

D. TERMS OF REPORT

Inspector Scott Robertson

NATIONAL PRIORITIES – DELIVERED LOCALLY

Based on our assessment of national priorities, the following have been identified for action for the communities of West Lothian:

- Violence
- Public protection
- Terrorism
- Serious and organised crime groups
- Antisocial behaviour
- Drug and alcohol misuse

WEST LOTHIAN PRIORITIES

The community priorities identified for West Lothian through our Community Planning Partnership are:

- Reducing community and social harm caused by drug and alcohol misuse
- Protecting vulnerable groups
- Reducing antisocial behaviour within our communities
- Reducing casualty rates from fires and road traffic collisions

COMMUNITY ENGAGEMENT PRIORTIES

Broxburn, Uphall and Winchburgh

- Violence, Disorder and Antisocial Behaviour
- Substance Misuse
- Acquisitive Crime
- Road Safety

1.1 Community Safety Unit – ASB Data

West Lothian (Up to and Including 31.10.17)						
Month	Oct-17	Oct-16	% Change	TYTD	LYTD	% Change
Youth Calls	224	280	-20%	1609	1883	-15%
All ASB Calls	973	1018	-4%	7083	6849	3%
Hate Crime	21	17	24%	183	132	39%
Vandalism & Reckless Conduct	144	130	11%	957	936	2%
Fire-raising	6	8	-25%	71	74	-4%
Public Space Assaults	74	72	3%	488	560	-13%

Broxburn Ward						
Month	Aug-17	Aug-16	% Change	TYTD	LYTD	% Change
Youth Calls	12	28	-57%	111	197	-44%
All ASB Calls	93	99	-6%	494	599	-18%
Hate Crime	1	6	-83%	7	12	-42%
Vandalism & Reckless Conduct	10	14	-29%	69	84	-18%
Fire-raising	0	4	-100%	6	8	-25%
Public Space Assaults	2	11	-82%	27	39	-31%

Broxburn Ward						
Month	Sep-17	Sep-16	% Change	TYTD	LYTD	% Change
Youth Calls	27	44	-39%	138	241	-43%
All ASB Calls	110	99	11%	604	698	-13%
Hate Crime	1	1	0%	8	13	-38%
Vandalism & Reckless Conduct	10	5	100%	79	89	-11%
Fire-raising	0	0	0%	6	8	-25%
Public Space Assaults	5	6	-17%	32	45	-29%

Broxburn Ward						
Month	Oct-17	Oct-16	% Change	TYTD	LYTD	% Change
Youth Calls	13	34	-62%	151	275	-45%
All ASB Calls	85	118	-28%	689	816	-16%
Hate Crime	2	3	-33%	11	16	-31%
Vandalism & Reckless Conduct	13	6	117%	100	95	5%
Fire-raising	1	2	-50%	7	10	-30%
Public Space Assaults	5	3	67%	37	48	-23%

2 Local Priorities

2.1 Violence, Disorder and Antisocial Behaviour

Throughout this reporting period encompassing the school October holiday period, the ASB data has been reflected positively with most areas of ASB heading in a downward trend.

The local ward officers continue to work closely with housing with regards to individual tenancies where ASB is prevalent.

2.2 Road Safety

The ward officers are continuing to work with partners in relation to a number of road safety issues and trying to collectively come up with solutions, particularly in and around some of the schools.

The ward officers have also been carrying out hand held radar checks at various locations.

2.3 Dishonesty

Although slightly outwith this reporting period, (in Early November) about 10 sheds and outbuildings were broken into in Winchburgh over a 24 hour period. As a result of this local ward officers have carried out a drop in at the community center to offer crime prevention advice and have increased patrols in the area.

2.4 Drug Dealing and Misuse

Operation Borah continues to target Cannabis cultivations and is ongoing within the Broxburn Sector.

3.0. Other.

The local ward officers are keen on improving accessibility to the public and following a recent proposal from one Councillor, they are keen on offering joint surgeries with all Councillors if this is seen as beneficial and where other duties permit.

4 Contacts

Details of your Community Policing team can be found at:

[http://www.scotland.police.uk/your-community/the-lothians-and-scottish-borders/west-lothian/Broxburn/Uphall and Winchburgh](http://www.scotland.police.uk/your-community/the-lothians-and-scottish-borders/west-lothian/Broxburn/Uphall%20and%20Winchburgh)

Email: <mailto:BroxburnUphallWinchCPT@Scotland.pnn.police.uk>

You can also follow us on Twitter: @WestLothPolice

Tel: 101

Inspector Scott Robertson



BROXBURN, UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE

BROXBURN, UPHALL AND WINCHBURGH MULTI-MEMBER WARD PERFORMANCE REPORT

REPORT BY SCOTTISH FIRE AND RESCUE SERVICE

A. PURPOSE OF REPORT

To update the Broxburn, Uphall and Winchburgh Local Area Committee on the activity within Broxburn, Uphall and Winchburgh Multi-Member Ward for the period up to 30th September 2017.

B. RECOMMENDATION

That Committee Members are invited to note and provide comment on the Broxburn, Uphall and Winchburgh Multi-member Ward Performance Report.

C. SUMMARY OF IMPLICATIONS

I Council Values	<ul style="list-style-type: none">• Being honest, open and accountable• Focusing on our customers' needs• Making best use of our resources• Working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Quarterly reports on the Multi-member Ward Operational Plans are being produced to ensure delivery of the Local Fire and Rescue Plan, which is a statutory requirement of the Police and Fire Reform (Scotland) Act 2012.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	WL CPP SOA Performance indicators.
V Relevance to Single Outcome Agreement	SOA1304_13 Number of deliberate fires per 100,000 population SOA1304_14 Number of accidental dwelling fires per 100,000 population.
VI Resources - (Financial, Staffing and Property)	The council contributes to directly and in partnership to the delivery of the Ward Plan
VII Consideration at PDSP	None

D. TERMS OF REPORT**D.1 Background**

Quarterly reports on the Multi-Member Ward Operational Plans have been produced by SFRS to ensure delivery of the Local Fire and Rescue Plan for West Lothian 2014 – 2017, which is a requirement under the Police and Fire Reform (Scotland) Act 2012, Section 41E.

D.2 Scottish Fire and Rescue Service (SFRS) Broxburn, Uphall and Winchburgh Multi-member Ward Quarterly Report

Following the publication of the Broxburn, Uphall and Winchburgh Multi-member Ward Operational Plan, the Local Senior Officer for Falkirk and West Lothian has produced a Performance Report detailing activity against the key priorities.

The seven key priorities within the Broxburn, Uphall and Winchburgh Ward area are as follows:

Continuous Priority

- Local Risk Management and Preparedness.

High Priority

- Reduction of Dwelling Fires
- Reduction in Fire Fatalities and Casualties
- Reduction of Unwanted Fire Alarm Signals

Medium Priority

- Reduction of Deliberate Fire Setting
- Reduction of Fires in Non-Domestic Property
- Reduction in Casualties from Non-Fire Emergencies.

E. CONCLUSION

The Broxburn, Uphall and Winchburgh Multi-member Ward Performance Report aligns to the key priorities of the Local Fire and Rescue Plan for West Lothian 2014 – 2017, the West Lothian Strategic Assessment of Community Safety and continues with the excellent partnership working on Community Safety, which is evident in West Lothian.

F. BACKGROUND REFERENCES

None.

Stuart Watson

Station Manager, Scottish Fire and Rescue Service

October 2017

Appendix 1 - Broxburn, Uphall and Winchburgh Multi-Member Ward Performance Report



West Lothian Council Area

Ward Performance Report

Quarter 2 2017

Broxburn, Uphall and Winchburgh

DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

Introduction

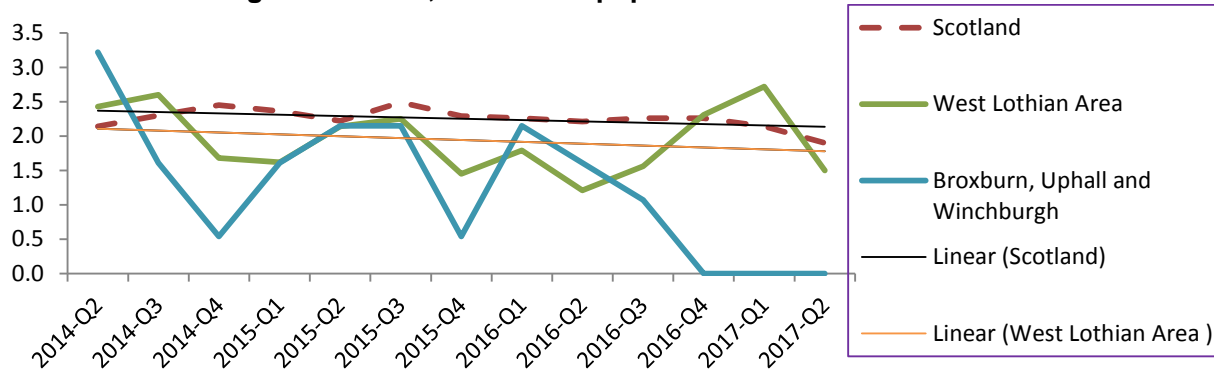
Welcome to the Scottish Fire and Rescue Service Ward Performance Report. This performance report is designed to provide citizens, stakeholders and partners with information relating to ward based activity undertaken by the Scottish Fire and Rescue Service.

In addition to historical ward based activity, this performance report provides information on the historic activity in the West Lothian Council area and Scotland. To allow benchmarking to be undertaken, the units of measurement in the performance graphs in the report are based on incidents/events per head of population.

Whilst using historic statistical benchmarking data, consideration must be taken of the somewhat random nature of fire related incidents and events, and how this can pose difficulties in interpreting emerging patterns and trends. This is of specific relevance where ward level data is analysed due to the relatively small number of actual incidents/events that occur in ward areas.

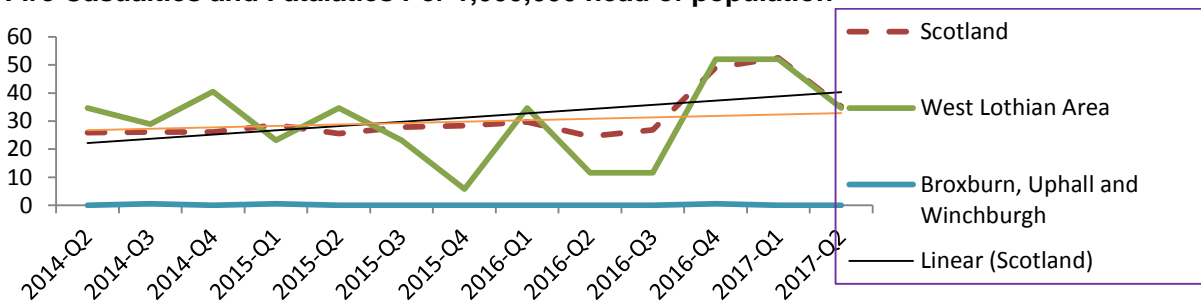
However, regardless of statistical anomalies, emerging patterns and trends in fire related incidents and events can assist the Scottish Fire and Rescue Service and Community Planning Partners plan and implement preventative intervention initiatives to target reducing fire related incidents and events.

Accidental Dwelling Fires Per 10,000 head of population



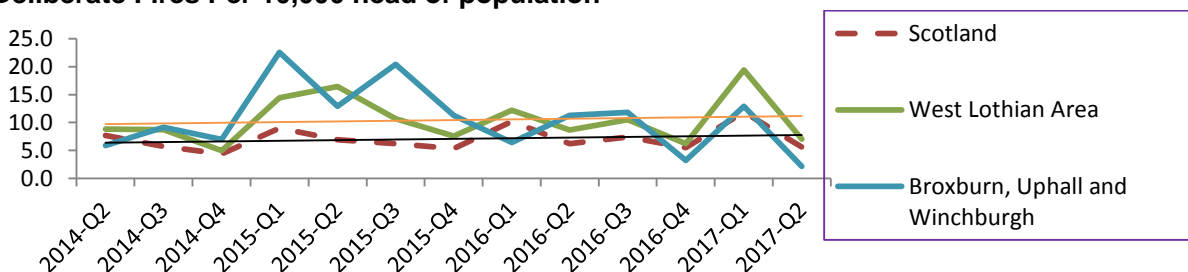
During the 2017-18 year to date reporting period SFRS have dealt with 2 accidental dwelling fire in comparison to 3 during 2016-17 year to date reporting period.

Fire Casualties and Fatalities Per 1,000,000 head of population



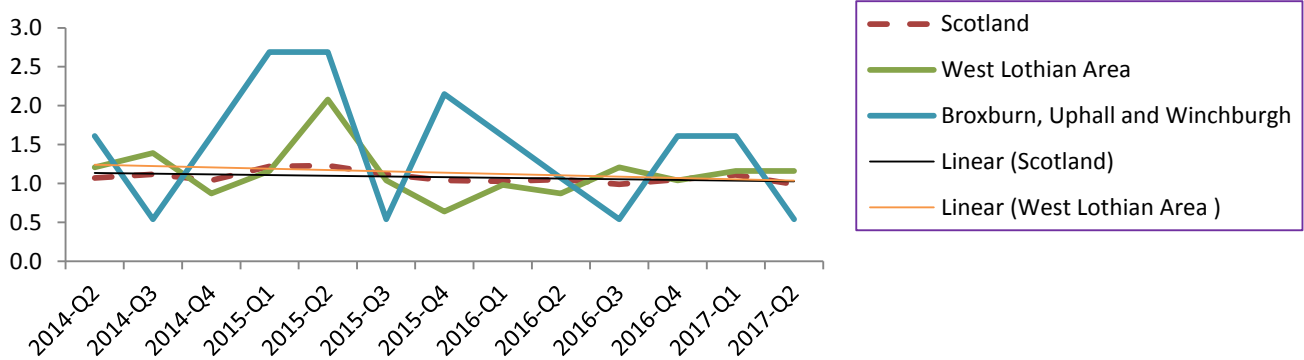
During the 2017-18 year to date reporting period SFRS have dealt with 0 casualties due to fire in comparison to 0 during 2016-17 year to date reporting period.

Deliberate Fires Per 10,000 head of population



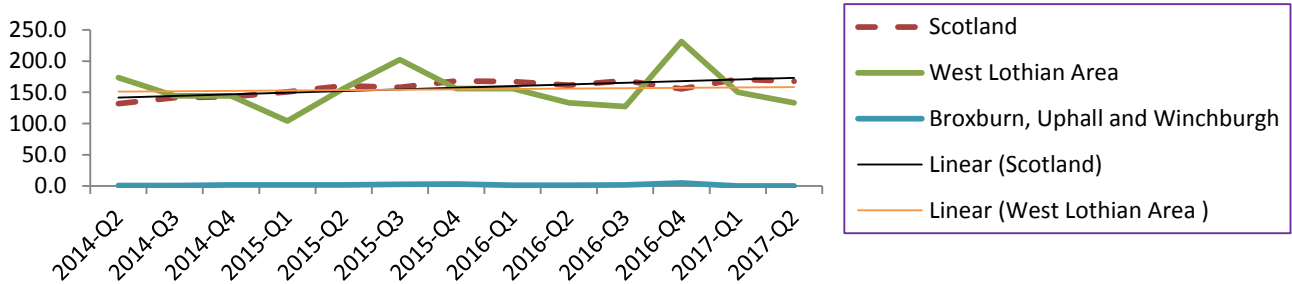
SFRS have dealt with 4 deliberate fires incidents during 2017-18 year to date reporting period in comparison to 21 during 2016-17 year to date reporting period.

Fires In Non Domestic Property Per 10,000 head of population



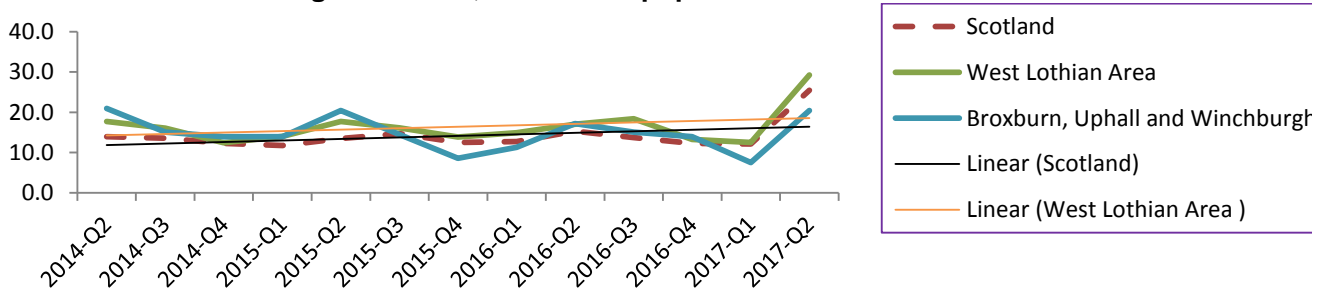
SFRS have dealt with 1 non domestic fires incident during 2017-18 year to date reporting period in comparison to 2 during 2016-17 year to date reporting period.

Non-fatal Non-Fire Emergencies Casualties Per 1,000,000 head of population



SFRS have dealt with 0 casualties from non-fire emergencies during 2017-18 year to date reporting period in comparison to 2 during 2016-17 year to date reporting period.

Unwanted Fire Alarm Signals Per 10,000 head of population



SFRS have dealt with 38 UFAS incidents during 2017-18 year to date reporting period in comparison to 32 during 2016-17 year to date reporting period.

Additional Comments

SFRS is committed to 'Working Together for a Safer Scotland' and to engage with business partners to reduce demand from Unwanted Fire Alarm Signals (UFAS).



BROXBURN LOCAL AREA COMMITTEE

HOUSING CUSTOMER AND BUILDING SERVICES

REPORT BY HEAD OF HOUSING CUSTOMER AND BUILDING SERVICES

A. PURPOSE OF REPORT

To provide the Local Area Committee with an overview of the service activities within the Broxburn ward.

B. RECOMMENDATION

The Local Area Committee is asked to note Housing, Customer and Building Service activity as detailed in the ward report for the period 1st July to 30th September 2017.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs. Being honest, open and accountable. Providing equality of opportunities. Making best use of our resources. Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	Housing (Scotland) Act 2001 Housing (Scotland) Act 2010
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	There is no impact
V Relevance to Single Outcome Agreement	There are positive impact on the following SOA indicators: SOA4 – we live in resilient, cohesive and safe communities SOA8 – we make the most effective use of resources by minimising our impact on the built and natural environment
VI Resources - (Financial, Staffing and Property)	None
VII Consideration at PDSP	Yes
VIII Other consultations	N/A

D. TERMS OF REPORT

Housing Performance Information

The purpose of this report is to provide the Local Area Committee with an overview of the activities of Housing, Customer and Building Services, specific to the Broxburn ward for the second quarter of 2017/2018.

Property Void & Let Performance: Mainstream Tenancies

Void Period	Jul 2017	%	Aug 2017	%	Sep 2017	%	WL Target %
0-2 weeks	10	83%	7	70%	7	78%	55%
2-4 weeks	2	17%	1	10%	2	22%	30%
4+ weeks	0	0%	2	20%	0	0%	15%
Total Lets	12	100%	10	100%	10	100%	100%

Property Void & Let Performance: Temporary Tenancies

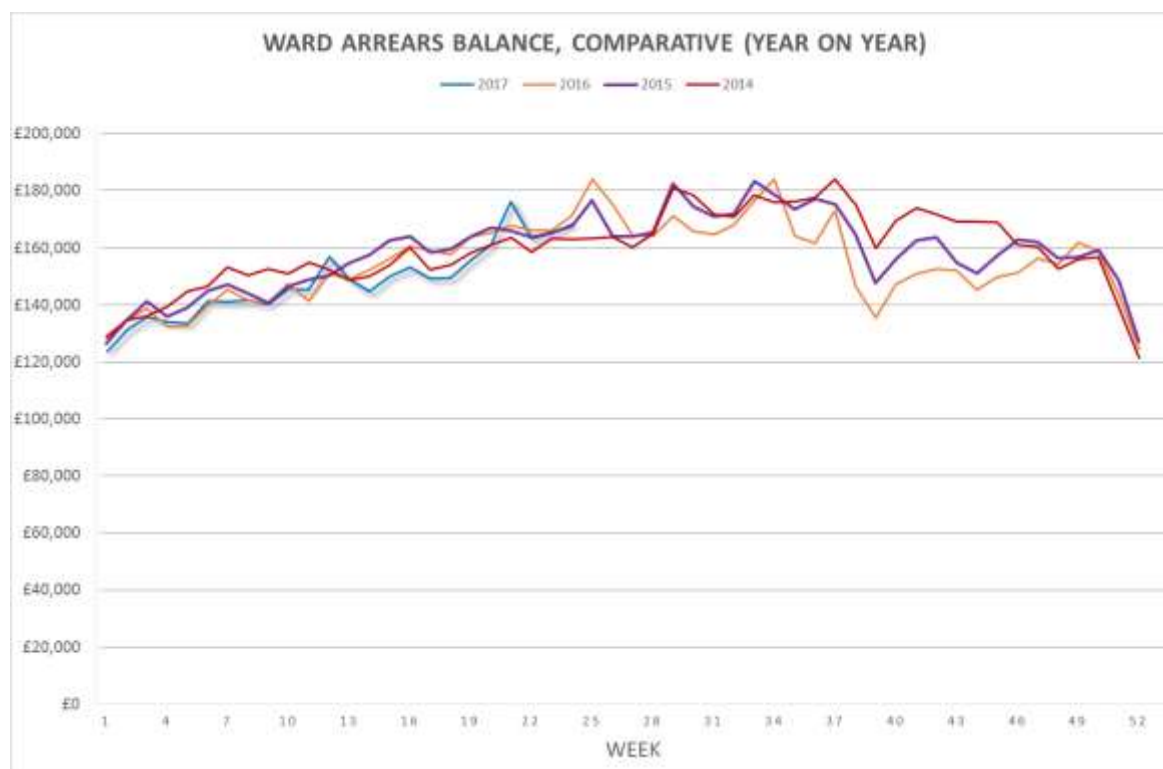
Void Period	Jul 2017	%	Aug 2017	%	Sep 2017	%	WL Target %
0-2 weeks	1	100%	4	80%	6	55%	55%
2-4 weeks	3	0%	1	20%	5	45%	30%
4+ weeks	1	0%	0	0%	0	0%	15%
Total Lets	1	100%	5	100%	11	100%	100%

Delays in re-letting can occur for a variety of reasons. The type or location of the property, the completion of void work or the identification of additional works not visible during the initial inspection. Ensuring that vulnerable persons are appropriately supported through the viewing and sign up process can also add to timeframes. Some of our applicants have specific support requirements which require detailed planning and co-ordination by both social work and housing services prior to tenancy commencement.

There were 9 policy voids in the ward for this period.

Void period	Number of properties	PV reasons
<4 weeks	3	Asbestos removal & electrical work
4 – 12 weeks	6	Upgrading work and asbestos removal
13 – 16 weeks	1	Upgrading work
26+ weeks	5	Rebuild & reinstatement and structural

Arrears



Arrears Banding	2016/17 (WK24)		2017/18 (WK24)	
	Balance	Tenants In Arrears	Balance	Tenants In Arrears
£0.01 to £99.99	£7,058	174	£7,269	163
£100.00 to £299.99	£26,751	146	£33,343	175
£300.00 to £499.99	£28,926	76	£33,074	85
£500.00 to £749.99	£29,362	48	£21,978	36
£750.00 to £999.99	£23,498	27	£11,177	13
£1000.00 to £1999.99	£43,470	31	£40,120	29
£2000+	£12,027	5	£21,434	7
Total	£171,091	507	£168,396	508

The Ward position for Q2 of 2017/18 is £168,396. This is a decrease of -£2,695 on last year's position.

The West Lothian overall position has increased by £78,929 from last year and at week 24 was £1,829,932

While there are 36 serious arrears cases (£1,000+) it should be noted 67% of cases are in the lower bands (£300 or less)

While the overall arrears balance is tracking above the previous year we are continuing to engage with tenants to support them in these difficult economic conditions. We always aim to provide financial advice and assistance with a view to ensuring positive outcomes in terms of welfare benefits and income maximisation.

We will continue focusing on the following:

- Arrangements to pay – increase the visibility of tenants with arrangements within the performance model to identify trends in missed payments for follow up action
- Making best use of resources by considering communicating more with customers through email and telephone
- Increase direct debit take up by targeted work for example tenants who currently pay by Standing Order
- Benchmarking with other local authorities to ensure we identify and consider implementing any best practice
- Performance Monitoring and Reporting will be reviewed and where appropriate streamlined to ensure information is meaningful and robust to assist with improving rent arrears due.

Broxburn Area Team Activity

Officers in the team have a number of tenancies under supervision for issues such as child & adult protection, anti-social behaviour and poor tenancy conditions. Our officers' work with a range of services and agencies to ensure tenants and residents are fully supported, tenancies maintained and sustained as far as possible and appropriate action taken where necessary.

Rent arrears activity continues to be a weekly priority task for the team and will continue to work with all our tenants in offering the support, advice and assistance. Such assistance includes referrals for money and debt advice, benefit health checks, completion of income and expenditure to help set up a sustainable payment plan and where appropriate, assist with applications for Discretionary Housing Payments.

Capital Programme and New Build Council Housing

Ward 1 – Broxburn

Ward 2 Broxburn, Uphall and Winchburgh	Site	Number of Units	Site Start	No. of houses handed over	Site Completion
	Kirkhill, Broxburn	230	August - 2015	40	To be confirmed
	West Main Street, Broxburn	18	April- 2014	18	January - 2017
	Winchburgh CDA	41	March - 2017	0	To be confirmed

Local Capital Upgrades

Broxburn, Uphall and Winchburgh	Broxburn	Aitken Orr Drive	Roof and structure	0%	These works, following the works at Patersons Court, are still in operational planning stage and updates will be provided as soon as works begin.
Broxburn, Uphall and Winchburgh	Newton	Newton Place	Renew Roofs	100%	All 10 roofs completed and the PV panels fitted. No outstanding issues or complaints.

Broxburn, Uphall and Winchburgh	Winchburgh	The Rows	Fit firewalls in roof spaces between properties	11%	Detailed asbestos survey requirements caused some delay and Works started on site in September 2017 and are ongoing.
Broxburn, Uphall and Winchburgh	Broxburn	Almondell Road	Upgrade rear enclosure	2%	The design works are almost complete, starting the contract progress rating. We are still waiting a conclusion of legal issues preventing the necessary demolitions of the outbuildings which are needing done before all other physical works can start.

Tenant Participation Update

TP Through the Years – A special event to mark 20 years of Tenant Participation was held in August to recognise council tenant volunteers for their long service and outstanding contribution to helping the decision making process within Housing, Customer and Building Services.

The event was attended by many tenant volunteers as well as staff and partners from other organisations. The highlight of the event was a presentation of an award to local tenant Danny Mullen for 'Outstanding Contribution to Tenant Participation'.

Rate your Estate – A pilot project organised for tenants, council staff and partners took place in the Armadale area in August. The aim of the project is to allow participants to identify areas for inspection within communities to ensure they are kept clean and in good condition, identifying potential issues such as litter, fly tipping and graffiti and having them addressed.

Although, poorly attended by residents in the area, a walk about took place with key members of staff from Housing, Neighbourhood Environmental Team (NETs) Weslo, local police, and a local elected member. Several concerns were raised and have been addressed.

Local Housing Staff Training – Two members of the TP Team met with colleagues from all local housing offices to look at the various methods available to encourage customer involvement and identify local initiatives that can be tried out in the coming months.

Staff was very keen to engage with their customers to address local issues such as, garden tidying, communal bins and waste management. Local initiatives will be developed and scheduled to be carried in early Spring 2018.

Tenant Led Inspections (TLI) – In September, tenants were invited to participate in a training session to help them understand the TLI process. From this session, two new recruits have volunteered to get involved in this latest inspection team looking into Council House New Build Properties. The TLI team are working with staff from Housings' Strategy and Development Team and Customer Participation Officers. A final report should be presented to senior managers near the end of the year.

Rent Focus Groups – Council tenant were invited to attend one of a series of focus groups arranged in the east and west of the county, to discuss how they pay their rent. The meetings were well attended with 22 tenants taking part

Safer Neighbourhood Council Officer Ward Information

The Safer Neighbourhood Teams (SNT's) continue to work in two teams across the nine multi member ward areas as an integral part of the Community Safety Unit. In all the wards, partnership working involves the local housing team, youth worker, council officer with the SNT and officers from Police Scotland and the Scottish Fire and Rescue Service all working together to tackle antisocial behaviour. When necessary, the partners will liaise with partners from the voluntary

organisations including Mental Health advisory workers and private landlords in order to reduce antisocial behaviour. The Out of Hours team have now amalgamated with the Safer Neighbourhood team and the 12 officers now work in two zones, the East and the West and there are 3 teams of 2 officers in each zone. All the officers now deal with noise nuisance calls as part of their working remit.

Numerous joint visits were undertaken over the reporting period with both police and housing teams from West Lothian Council and WESLO.

Almondell Road was a focus for joint activity and warnings issued within this area, Winchburgh and Uphall.

Multi service and agency work has also been ongoing over the period in relation to a number of issues raised in attempts to ensure appropriate support and advice is provided to residents in efforts to resolve.

E. CONCLUSION

To note the contents of the report.

BACKGROUND REFERENCES

F. None

Appendices/Attachments: None

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Tel: 01506 775512

Date: 14th December 2017



BROXBURN, UPHALL & WINCHBURGH LOCAL AREA COMMITTEE

SERVICE UPDATE – NETS, LAND & COUNTRYSIDE

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

To advise members of the recent activity of the NETs, Land & Countryside Services teams for the period 1 August – 31 October 2017.

B. RECOMMENDATION

Members are requested to:

1. Note the work carried out to date and future planned work.
2. Advise of any areas that require further investigation or inclusion in future work plans.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; making best use of our resources; working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None
III Implications for Scheme of Delegations to Officers	None
IV Impact on performance and performance Indicators	None
V Relevance to Single Outcome Agreement	Relates to items 9 - We live our lives free from crime, disorder and danger & 12 – We value and enjoy our built environment and protect it and enhance it for future generations
VI Resources - (Financial, Staffing and Property)	In line with available revenue and capital budgets
VII Consideration at PDSP	None
VIII Other consultations	None

D1 Terms of Report

Report on activity for period 1 August – 31 October 2017.

D2 Grounds Maintenance Routine Works

Routine grass cutting has been completed for this year. The second weed control application has also been completed. Hedge cutting and shrub bed renovation works are programmed for completion throughout the winter months.

The weed control trial finished at the end of September, with the results scheduled to be reported to the Environmental PDSP in December.

The most recent Land Audit Management System, (LAMS) inspections in the East area was 64, 67 is the target figure. LAMS inspections rate the quality of ground maintenance in randomly selected areas. The reduction in scoring was due to the wet weather causing grass cuttings to be drawn onto footpaths and hard surfaces by the grass cutting equipment.

D3 Grounds Maintenance Enquires

In total 49 grounds maintenance related enquiries were received and dealt with during this reporting period.

- Bench or Seat Enquiries – 2
- Bonfire Enquiries – 3
- Enforcement Officer Enquiries – 4
- Fencing Enquiries - 3
- Gardens Competition Enquiries – 1
- Grass Area Damaged - 1
- Grass Cutting Enquiries – 7
- Grass Cutting Missed/Not Cut – 1
- Grass Highway/Verges – 1
- Grass Left on Paths or Roads - 1
- Ground Ownership Enquiries – 1
- Hedge Cutting Enquires – 6
- Manhole cover Damaged in Grass – 1
- Public Park Enquiries - 2
- School Grounds Enquiries – 1
- Shrub Bed Overhanging Path – 8
- Shrub Beds Obscuring Sightline - 1
- Weeds General Enquiries – 3
- Weeds on Paths or Roads - 2

Garden Maintenance Routine Works

Garden Maintenance Scheme grass cutting cycles are completed for this year. Hedge cutting has also been completed.

Garden Maintenance Enquiries

In total 16 garden maintenance related enquiries were received and dealt with during this reporting period.

Garden Maintenance General Enquiries – 10
Garden Maintenance Grass Not Cut - 1
Garden Maintenance Hedge Cutting - 4
Garden Maintenance Standard of Cut – 1

D4 Cleaner Communities Routine Works

Cleaner Communities staff are continuing to carry out routine works to remove litter, fly tipping and debris on roads, footpaths and open spaces throughout the ward. Priorities at present are dealing with leaf fall.

Cleaner Communities Enquiries

In total 90 cleaner communities related enquiries were received and dealt with during this reporting period.

Complaint Street Cleansing - 1
Dead Animals – 9
Dog Fouled Grass/Open Space – 1
Dog Fouling on Paths/Roads – 8
Dog Waste Bin Overflowing - 2
Glass on Paths or Open Spaces – 2
Graffiti Non Offensive – 3
Graffiti Racist or Offensive - 2
Illegal Fly Tipping/Dumping – 28
Litter Bin Full/Overflowing – 2
Litter Bin New Request for Bin - 2
Litter General Enquiries – 3
Litter On Paths/Road Verges – 3
Street Sweeping Enquiries – 10
Vehicle Abandoned – 14

Environmental Community Involvement

Enforcement Officers dealt with enquiries in relation to various Environmental issues within area and carried out patrols.

Several Abandoned/Nuisance vehicles have been dealt with and removed from streets by gaining compliance following negotiation, verbal warnings, warning letters, Official notices served or WLC contractor removal.

Enforcement Officers carried out Audits on School Transport Buses and Taxi's on behalf of Transport Department.

Enforcement Officers assisting colleagues in Community Learning & Development Youth Services through the positive destinations programme.

Enforcement Officers assisting colleagues from Licencing Department carrying out Neighbour checks, Site notice checks, Window cleaner checks and delivering urgent correspondence.

Officers have also engaged in partnership working with various other departments and external agencies on a range of issues affecting communities.

Visits to residents giving verbal warnings and warning letters issued in relation to dog fouling and fly tipping in order to change behaviours following complaints from neighbours. Compliance gained with affected areas being cleaned up.

Education & Engagement Officers have attended residents and community group meetings. Community Clean Up events supported. Visited schools giving talks and provided information in relation to our role and issues in surrounding community such as lunch time litter.

D5 Parks and Woodland

The Ranger Service is continuing to carry out rights of way, signage and district patrol surveys in the area.

Parks and Woodland Enquiries (25)

Number of enquiries resulting in works programmed – 13

Number of enquiries closed no works required - 12

Tree Advice or Consultations - 1

Tree Broken, Damaged or Dead - 2

Tree Dangerous or Unsafe - 2

Tree Affecting Public Utility - 1

Tree Branches Overhanging - 5

Tree General Enquiries - 2

D6 Open Space and Cemeteries

Open Space

Glebe Park, Uphall - Final completion certificate has been issued, with minor snagging to be finished off.

Tippet Knowe Park, Winchburgh - The access path from the north west corner of the park to the new play area has been installed.

Capital Programme - Work on Ecclesmachan Play Area is almost complete. Using some of the Developer Contributions from Kirkhill, a new play area for younger children is proposed for Cardross Road in Broxburn. The first step will be a consultation with local residents.

Open Space Enquiries (3)

Children Play Enquiries – 1

Glass or Litter in Play Areas – 1

Safety Issues in Play Areas – 1

Cemeteries Routine Works

Autumn routine grass cutting, leaf lifting, grave reinstatement works and burial duties ongoing across the cemetery estates.

Cemeteries Enquires (7)

Bench Donations – 1

Cemeteries Accident/Insurance Claim - 1

Cemeteries General Enquiries – 5

E. Conclusion

The weed control trial finished at the end of September, with the results scheduled to be reported to the Environmental PDSP in December.

Routine grass cutting has been completed for this year.

The Enforcement Officers been involved in a number of community projects within the ward, with the aim of raising awareness of environmental issues.

F. Background Reference

Open Space Strategy

Capital Programme

Appendices/Attachments: None

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david.lees@westlothian.gov.uk

Jim Jack

Head of Operational Services

14 December 2017



BROXBURN, UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE

ADVICE SHOP SERVICE UPDATE

REPORT BY HEAD OF FINANCE AND PROPERTY SERVICES

A. PURPOSE OF REPORT

The purpose of the report is to inform the local area committee of the work undertaken by the Advice Shop Service from April 2016 to March 2017.

B. RECOMMENDATION

It is recommended that the Committee:

1. Notes the Advice Shop provision in the ward; and,
2. Notes the impact provision is having in terms of supporting the outcomes of the 'Better Off: Anti-Poverty Strategy'.

C. SUMMARY OF IMPLICATIONS

I Council Values	Focusing on our customers' needs; being honest, open and accountable; providing equality of opportunities; making best use of our resources; and working in partnership
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	None.
III Implications for Scheme of Delegations to Officers	None.
IV Impact on performance and performance Indicators	The activity contained in the report contributes to service KPIs.
V Relevance to Single Outcome Agreement	<p>We are better educated and have access to increased and better quality learning and employment opportunities.</p> <p>We live longer, healthier lives and have reduced health inequalities.</p> <p>We have tackled significant inequalities in West Lothian society.</p>

VI Resources - (Financial, Staffing and Property)	Activities delivered from approved budgets supplemented by external funding from Macmillan Cancer Support, European Social Fund and Scottish Legal Aid Board.
VII Consideration at PDSP	None.
VIII Other consultations	None.

D. TERMS OF REPORT

D.1 Background

The Advice Shop is a free, impartial and confidential service to help the people of West Lothian with a focus to alleviate poverty, promote inclusion and equality through advice, assistance and advocacy. It does this by providing comprehensive advice to adults and specifically targets those who are:

- Without work or in low paid work.
- Are poor and/or fuel poor.
- Have money/debt issues.
- Have been affected by cancer or other long term conditions.
- Are over 60.

The Advice Shop service is funded through: a core council budget, European Social Fund, Macmillan Cancer Support and the Scottish Legal Aid Board.

All activity across the service is informed and prioritised by the 'Better Off: West Lothian Anti-Poverty Strategy'. The overall purpose of this strategy is to help minimise the impact of poverty on the people of West Lothian. Its objective is to ensure that people are equipped to cope with the challenges they currently face and the impact that this has on their health, education and community involvement, the aim being to help people to obtain and retain employment as a key route out of poverty.

D.2 Local Provision

Appendix One shows the number of people the service has worked with over the last year in the Broxburn, Uphall and Winchburgh area.

The Advice Shop has helped 1,212 customers to manage their money and to resolve benefit problems. This is an increase of 21% as a result of the increased sessions at Business Gateway. Consequently, customers better understand that claimants and benefit administrators have rights, obligations and constraints and have some idea what these are. Customers know how to take the steps they can to sort out their benefit queries and are able to maximise their household income.

The Business Gateway office in Broxburn is closing and this has given us the opportunity to review our provision. Consequently, we have increased sessions at Strathbrock Partnership Centre.

The Court Advice Project is funded through the Scottish Legal Aid Board to support anyone who is at court facing eviction who engages with our service to provide positive outcomes. Customers can be in social or private housing or an owner occupier. The service worked

with 56 families in the ward to support them to sustain their home. This is an increase of 33%.

The service had identified the following priorities for development over the 2016/17 year. To;

- Further develop and expand the Strathbrock Partnership session to help more people access support and meet the increased demand.
- Evolve the Families Included Service to further support the most disadvantaged and vulnerable constituents.

All these priorities have been achieved and in 2017/18 we will be focusing on supporting customers with the full roll-out of Universal Credit and working towards achieving the National Standards for Advice Providers.

Appendix Two shows the wider work of the Advice Shop and the specific campaigns which are delivered across West Lothian alongside a range of projects which are provided in partnership with key agencies to target the most vulnerable in our communities.

E. CONCLUSION

The report and attached appendices summarise the work of the Advice Shop service in the Broxburn, Uphall and Winchburgh ward area and an overview of the Advice Shop Service as a whole. The Local Area Committee is asked to note the contents of the report and the intention to report on activity in the ward area on an annual basis.

F. BACKGROUND REFERENCES

None.

Appendices/Attachments:

Appendix 1: Broxburn, Uphall and Winchburgh Ward Profile April 2016-March 2017

Appendix 2: Advice Shop Annual Report 2016/17

Contact Person: Elaine Nisbet, Anti-poverty and Welfare Advice Manager

Tel: 01506 282936 email: elaine.nisbet@westlothian.gov.uk

Donald Forrest

Head of Finance and Property Services

Date of meeting: 14th December 2017

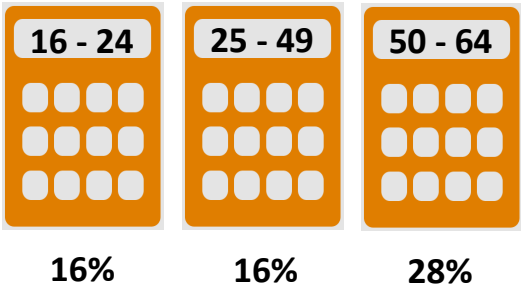
Broxburn, Uphall and Winchburgh Profile April 2016 - March 2017

What we know about the community*



19% Children
64% Working Age
17% Pensionable age

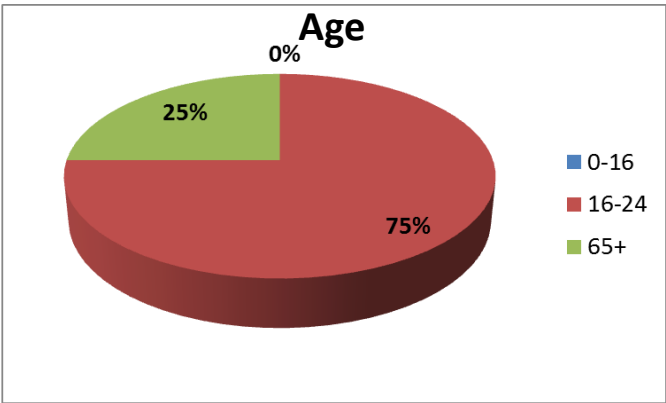
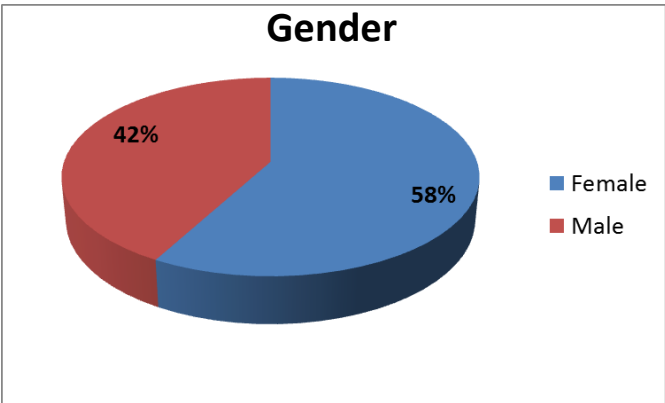
Percentage of working age adults claiming benefits by age



* taken from Scottish Neighbourhood Statistics: www.sns.gov.uk

Who we've worked with

1212 Advice Shop Clients



Preventing Homelessness



Maximising Income for clients

Benefit Awards



Appeals



Energy Savings



More accessible for clients

Strathbrock Partnership Centre



Weekly sessions offering a full Advice Shop service including support to those affected by cancer

Families Included Service



Weekly session supporting the most vulnerable families in West Lothian

Case Study

We represented a customer who had applied for Personal Independence Payment and was turned down after he had attended a medical assessment. The customer suffers from depression, anxiety and drug misuse. The anxiety that he suffers was as a result of being attacked out of doors and he was stabbed numerous times and almost died.

We had identified he had a case for gaining more points for both the daily living and mobility component.

Following a meeting with the customer we discovered he required significant support from his daughter. This included both care needs within the house and also support when outside due to severe anxiety. We had to quickly build a relationship with the customer to reduce anxiety, build trust and best support customer.

We worked in partnership with West Lothian Drug and Alcohol Service and the customer Community Psychiatric Nurse to gather supporting medical evidence for the customer appeal and to ensure that customer was receiving all the support which he required.

Customers appeal was successful increasing his weekly income by £55.10 per week with an additional backdate of £2314. Following the increased award, we were able to assist his daughter to claim Carers Allowance and Income Support increasing her weekly income by £107.70 per week and ensuring she was able to provide the care and support which was required.

Customer commented;

I was really happy with the help the Advice Shop gave me; I will be able to spend some money on buying things for my house, on buying some new clothing and these will help me gain confidence and feel better about myself. I will still require support from WLDAS and my CPN but I can have a more positive outlook on life.

In 2017/18 we plan to;

- ♦ Further development of the sessions held within Strathbrock Partnership Centre and the Families Included Service.
- ♦ Work closely with partners to ensure customers are aware of and supported to deal with upcoming welfare reforms including Universal Credit.
- ♦ Increase awareness of the One 2 One Project and how this can best support those most in need.



Annual Report
2016-17



Better off
West Lothian



**West Lothian
Council**

What we do

The Advice Shop is a free, impartial and confidential service to help the people of West Lothian with a focus to alleviate poverty and to promote inclusion and equality through advice, assistance and advocacy.

Our aim is to ensure that everyone in West Lothian has access to a free, quality advice service. The service supports local people to access information, advice, advocacy and representation. By helping households to: increase their disposable income, access fuel advice, manage their debt, remain in their homes, improve their budgeting skills, and appeal benefit decisions made by the Department for Work and Pensions, the Advice Shop helps people to get the support they need to resolve their problems.

The service treats everyone as an individual, ensuring they are able to get help in the way that works for them and meets their needs. We do this by:

- Treating all our customers with dignity, respect and courtesy.
- No one having to wait more than 45 minutes to be seen face to face by an advisor.

- Responding to telephone calls within twenty four hours and answering written or email correspondence within two working days.
- Assessing the enquiry and providing accurate and impartial advice offering options to resolve the issue.
- Keeping customers up-to-date on the progress of their enquiry; advising them of what will happen at the next stage and any action to be taken by both advisor and customer.
- If we are unable to get in touch we will make three attempts to contact the customer before closing the case.
- We hope customers will tell us the outcome of the enquiry, if not we will aim to contact them to discuss the result and to offer appropriate follow up advice.

99.8% customers rated the overall quality of service as excellent or good

98.6% of customers rated the timeliness of the service as excellent or good

99.8% of customers rated the attitude of staff as excellent or good

(Based on result of customer surveys conducted during 2016/17)

Improving access to advice







Customers encounter challenges and problems that they do not know how to deal with and they need help to overcome. Sometimes these issues can be quickly resolved. Other times it is not that simple. More complex situations rarely come neatly packaged up as a single problem and may require more in-depth support from our service. The Advice Shop provides both generalist and specialist advice and

understands the way people's problems can interact and overlap. Getting good advice, quickly and easily can help customers to make informed decisions to stop the problems escalating.

Over the past year, the service has worked with customers and partners to increase access to advice in a variety of ways.



23 pop up sessions available across the county

-  Drop in, no appointment needed at the Advice Shop in Bathgate
8.30am – 5pm Monday – Thursday
8.30pm – 4pm Friday
-  Over the telephone for either customers or professionals looking for information and advice.
-  Lots of information, advice, handy hints and links to other organisations is available through our website pages.
-  Email with your enquiry by completing the on-line referral form and, depending on your enquiry; we will either respond by email or telephone you.
-  Appointments to discuss more complex issues.
-  Self-help guides.

Helping people to help themselves:

At the heart of our approach is the belief that the best way to help people in financial difficulty is to empower them to help themselves. Our information booklets support customers to understand their options and give them the confidence to take the next steps. This self-help approach allows people to manage their own situation.

Responded to over 1600 on-line referrals

Received 39,915 hits to our website pages which provides up-to-date information and advice

Answered 32,763 telephone calls

Financial capability means improving people's ability to manage money well, both day to day and through significant life events, and their ability to handle periods of financial difficulty. It supports people to develop financial skills and knowledge, and gain access to financial services. The Advice Shop helps through:

Council New Build Project



Tenants are invited to have a benefit check prior to taking up a new build tenancy. We want to make sure that prospective tenants understand their income and outgoings, maximise their income through take up of entitlements and consider their options regarding an increase in rent and potential expenditure on a new home. In the last year, there were 149 referrals; 95% engaged with the project. Customers all received a benefit check and, where appropriate, support to complete claims along with the offer of budgeting advice. The average increase in benefit was £2969.

Budgeting Support Project

With the introduction of Universal Credit, there has been a significant change in how customers receive their benefit payments. To help people through this change and to improve their budgeting skills, an advisor works with them over a period of time offering one-to-one meetings, workshops on specific topics and self-help packs.

The advisor works with the customer to: establish income and expenditure, review direct debits and regular payments, support clients to prioritise their outgoings, help clients to switch & save with utility suppliers and insurance providers and, request Alternative Payment Arrangements from the Department for Work and Pensions. Building up a trusted

relationship has been a pivotal part of this project as the advisor has found people have presented with rent and council tax arrears, fuel supplier issues as well as many other debts after initially discussing budgeting.

Financial capability workshops were held as part of the Home Start monthly family group sessions. At the end of the workshops participants found they had learned simple ideas to save money, the benefits of price comparison sites, finding out more about who is out there to help and information on affordable credit.



They were all so positive in their evaluations and sitting in on the sessions there was a good feeling. They were all very open and happy to discuss - this is fab because they often feel like they're the only one who is going through whatever they're struggling with". **Home Start Worker**

Young Parents project



Many young people struggle to manage their money and, often when they have become parents, there is a significant added pressure of providing for their family. In partnership with Children 1st, a family support worker and money advisor worked together to target vulnerable young parents with children aged 0-8 years. The advisor and support worker looked at the whole family, building up a trusting and

secure relationship. Over time, parents learned what to do to manage their budget, borrow responsibly and manage their household income – for many it was the first time they had been in control of their finances. Importantly, parents have been able to build lasting and effective connections between quality advice providers and trusted sources of support.

Peter

Peter was 22; it was evident his life was very chaotic and he was fighting for custody of his six year old son. Peter had accrued massive debts, owing the local authority over £8000 in rent and council tax arrears. Peter was already engaged in court action for rent arrears. The family support worker and money advisor began to work closely with Peter to ensure his income was in place. The money advisor applied for housing benefit to cover his weekly rent charge. The advisor referred him to the Court Advice project to represent him at court. This helped him to secure his tenancy and would help him to have a home for his son should he gain custody. It took several appointments, home visits, calls and letters to get Peter to look seriously at his options going forward. As the advisors gained the trust of Peter and he felt more secure, he disclosed that he had had an addiction

problem from a young age. A referral was made, with his consent, to the Social Work Addictions team.

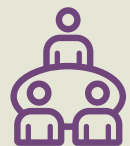
He was awarded full custody of his son and became his sole guardian. This allowed the money advisor to apply for further benefits. The support worker committed many hours each week to help Peter find some part time work; he was successful in gaining a temporary contract spraying cars. This built his confidence and allowed the money advisor to revisit the whole financial situation with him again. Through intense multiagency assistance, he completed a successful minimal asset bankruptcy.

Peter is now debt free, has a part time job, a secure tenancy with no threat of eviction, addiction free and continues to attend the project for support and to meet other young dads.

We have:

Worked with **14,463** customers**52%** are council tenants**77%** are working ageDealt with **60,320** enquiriesResolved **16** complaints down from **17** last year

Provided support and advice:

Delivered over **100** workshops, presentations and briefings to help front line staff and customers understand better what they are entitled toOffered **2500** appointments to provide tailored adviceSent **3073** texts to remind clients of appointments, paperwork and key dates

Made a difference:

Gained **£27.9m** of income for customersHelped customers to manage **£8m** of debt**36%** of money advice customers were supported to enter into a Scottish Government debt scheme including bankruptcy and sequestrationWon **75%** of all appeals which meant customers received over **£1m** of benefitsSupported **655** households to remain in their home through preventative workAssisted customers to make **£77,467** in fuel savings

Impact on customers:

99% of customers stated they had a better understanding of their situation**93%** of customers indicated they feel less stressed and anxious about their finances**96%** of customers stated they were more confident in making decisions to improve their situation**92%** of customers felt they were more aware of how to manage their finances

(Based on results of customer surveys conducted during 2016/17)



*Volunteering gives me a purpose in life.
Volunteering brings out the potential you didn't know you had.
Volunteering allows you to grow and develop and take on new challenges.
Volunteering can help build your CV and to eventual employment".*

Macmillan @ West Lothian cancer information and support service

2016 saw the opening of the Macmillan @ West Lothian Cancer Information and Support Service. Funded by Macmillan Cancer Support and delivered through the Advice Shop, the new service aims to ensure that no-one in West Lothian faces cancer alone. A network of information and support hubs will be available across the county, providing time to talk, a listening ear, access to high quality information on the non - clinical aspects of living with cancer and referrals to local services such as benefits advice and counselling. The first drop in hub opened in Bathgate Partnership Centre in May 2016, followed by Strathbrock Partnership Centre in January 2017. Three further hubs will be established in 2017/18. Although 3 members of staff are employed by the project, volunteers are responsible for the day to day running of the service. 14 committed volunteers are involved in the project.



I learn new skills, meet new people and help others every time I volunteer".
Mary Reynolds, Macmillan Information & Support Volunteer



Elaine

My husband and I walked down to the Macmillan drop-in and, after a chat and a cup of tea, the volunteers made a referral to the benefits team as most of my benefits including disability benefits had been affected. You can tell the volunteers what you can't sit and talk to family about as you don't want to worry your family and it is all private. My benefit issues have all been sorted with a great outcome and I am now more positive and worry less.

My family has also been supported and the information provided in the form of leaflets, books and website information has allowed them feel less anxious and, as a result, we are a lot closer than we've ever been. We are now as a family able to talk about my cancer openly. If I was to sum up the service it would be "Lifesaving".

Advice Shop Volunteers

The Advice Shop works with an additional 23 volunteers who support customers as:



Disability Benefit Volunteers – Assisting customers to complete disability claim forms at pre-arranged appointment sessions.



Volunteering for the Advice Shop has enabled me to help people with various medical conditions. I fill out forms for them as these forms are difficult and awkward for them to do so. I am happy I trained within the Advice Shop as I have learned a lot about medical conditions and mental health issues". **Janet Cooper, Disability Benefit Volunteer**

Customer Impact

"Perfect help, so glad I made this appointment"

"Appointment couldn't have been handled any better in an understanding and sensitive manner. Volunteer had the ability to empathise with daily struggle"

Disability Buddies – support individual customers who have to attend disability benefit medical assessments in Edinburgh and other areas as part of their claim for benefits.



Volunteering can give you a real sense of purpose; the opportunity to meet other people and also to access relevant training that is hugely beneficial from a personal perspective but also for future job prospects".
Claire Watt, Disability Benefit Volunteer



Garry

I had a Buddy for my last Employment Support Allowance assessment. I went alone to previous assessments, and I felt more confident and less stressed having my Buddy, Claire, with me. We had a meeting a few days before the assessment and that was a big help because I knew who was going with me. She met me in Edinburgh and stayed with me during the assessment. At the assessment, my mind went completely blank once or twice. Claire reminded me about the things I forgot to say.

The service was great, very supportive and lots of people would benefit from it".

Advice Shop Volunteers *continues*

Communication Volunteers – assist customers who are not confident in speaking English to communicate with Advice Shop Advisors at regular Polish session appointment slots.

IT Buddies – support members of the public to get online and use IT. This could be in local libraries, groups or in Access2employment Work Clubs. IT Buddies have worked with a number of partners including Bield Housing, Braid House, West Lothian 50+ Network, and Rosemount Gardens to make computers and the internet more accessible.

IT Buddies have assisted customers to get to grips with new technology and gain confidence in their ability to use their own devices; become better connected with others using email, Skype and social media and access online services such as Universal Jobmatch or online shopping.

Volunteers contributed a total of **1923** hours of support

Recruited, trained and supported **37** volunteers to better support some of our more vulnerable customers

Provided **862** customers with extra support through our volunteers

100% of volunteers who participated in our annual Volunteer Survey agreed or strongly agreed that volunteers are valued and are happy with the way their volunteering is managed and organised.



Targeting those most in need

With the on-going changes to the benefits system, some of the most vulnerable people in our community have been adversely affected. For many, these changes have had a big impact and people can often feel isolated or that things are out of control.

This makes it hard to think clearly and to take action. The service has worked with trusted professionals and partners to develop new ways of delivery, creating a more holistic and sustainable solution to help people more effectively.

Alzheimer Scotland



The on-going changes individuals and their families face as a result of a dementia diagnosis can be overwhelming; part of that is the worry about their changing financial situation. Working with Alzheimer Scotland, a referral pathway has been developed for professionals working with clients with memory problems, a Dementia or Alzheimer diagnosis.

We have allocated an advisor to this partnership. The advisor has undergone specific training, built up knowledge of the type of enquiries and issues. A key element has been to become 'the kent face' to help build trust with customers

and their families. As a trusted partner, the advisor attends a monthly advice session at Alzheimer Scotland's premises, pops into all of the dementia café sessions in the community and champions awareness of the specific needs of this customer group. As a result, all of the Advice Shop advisors have participated in training and are recognised as 'dementia friendly'.

As part of the service's drive to raise awareness of the financial help and support on offer, £172 was raised through a recently hosted "Tea and a Blether" party.

Worked with **150** new customers

Increased income by **£297,614**

Dealt with **450** enquiries

Families Included

The Families Included Service supports families by focusing on early intervention to prevent potential issues from escalating. This service targets the most vulnerable families in West Lothian and provides a holistic service with the aim to improve life chances and choices by removing barriers and creating opportunities.

A key component of the help on offer is to support families to access entitlements, manage their debts and work with their housing providers to help them keep their home. Often these are complex issues requiring longer term support. In the last year we have worked with 86 families and provided a weekly session to help maintain contact and support. The advisor works in partnership with other services to provide positive outcomes to families whilst minimising substantial stress and pressures.



Capability Scotland

As part of the advice offer, the Advice Shop attends the Ability Centre and works with Capability Scotland to support those with complex needs; physical, neurological, and brain injuries. Appointments are managed by Capability Scotland

to ensure that customers get one to one support tailored to their circumstances giving them the time and space to discuss complex and personal needs. We worked with 91 customers in the last year.

Court Advice Project

For those households who are at the doors of court and potentially facing eviction, we operate a drop in advice session and offer court representation. We advocate on customers behalf, work with their housing provider, look at the circumstances surrounding arrears and assist with

income maximisation, and backdate requests to help people stay in their home. A key focus of the work is on preventative measures which should, in future, stop households arriving at the doors of court. We dealt with 573 court enquiries and prevented 655 evictions in the last year.

Macmillan Cancer Support

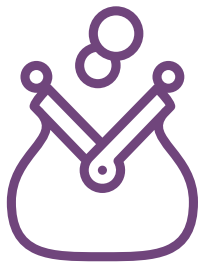
Advisors offer support to anyone who has a cancer diagnosis living in West Lothian, attending the Western General Hospital or St John’s Hospital in Livingston. Over the last year, we have dealt with 850 benefit enquiries, completed ward visits with in-patients and their families, attended chemotherapy ward appointments and offered a drop in facility. The service works closely with Macmillan staff in Mid and East Lothian, Edinburgh, Fife and the Borders to create a seamless pathway between agencies. As well as maximising income, advisors completed Macmillan Grants, helped with disabled parking badge applications, and referred customers for Social Work care assessments, counselling and complementary therapies.



Pensioner Income Maximisation Service (PIMS)

Working closely with Community Care Assistants, Occupational Therapists both in the community and hospital, NHS health professionals, and Social Policy’s Older Peoples Team, we provide a holistic service to vulnerable older people and people with other long term conditions to ensure they are receiving everything they are entitled to.

Over the last year we have provided a pop up session at Carers of West Lothian’s office to help carers access help in a location where they are comfortable and secure.



One2One Project

For some of our customers their long term, enduring poor mental health means that engaging with services and trusting professionals are difficult issues. Customers are referred into the project and will be allocated a named advisor who will work with the customer over period of time to help stabilise their financial position. Advisors will visit customers at home, if appropriate, liaise with other partners and professionals and support customers to attend appointments. The project started in October 2016 and is working with 63 customers. In the short time that the project has been running a total of £141,000 income has been generated.



John

John was referred to the One2One project by his psychiatric nurse. His initial enquiry was about his inability to pay his council tax and he was relying on help from family. Talking with the advisor, it was quickly identified that the customer suffers from severe anxiety, depression and paranoia and

had been admitted to hospital due to suicide attempts. John was visited in the hospital by his advisor and who learned that John lived with his father, had no income for 28 years and his father had been supporting him financially. Due to the severity of John’s mental health he was not engaging with any services and therefore was not known to anyone.

The advisor identified that John was entitled to Employment and Support Allowance and Personal Independent Payment. However, providing his identification was challenging as he did not seem to know or be able to locate his bank details or National Insurance number. Eventually after working closely with John’s father this information was obtained and benefit claims submitted.

As a result of the intervention by the One2One project John is now receiving his Employment and Support Allowance payment of £125 per week. Not only does John now have an income after 28 years, this has also helped rebuild his relationship with his father.

John’s Personal Independent Payment claim is still pending and the advisor is still working with him.

Anti poverty

‘Better Off’ is the Community Planning Partnership’s approach to tackling poverty in West Lothian. The strategy was developed in 2012 in consultation with partners and local community groups and individuals. The Advice Shop takes the lead in co-ordinating the Anti-Poverty Strategy and Annual Action Plan.

In 2016/17 the anti-poverty strategy focused on significant issues including;

- Child poverty
- Financial capability
- Food poverty
- Fuel poverty

The Advice Shop was responsible for several actions in these areas and delivered targeted activity to help support people experiencing poverty.

Financial Capability – Affordable Credit

Working with Fife and Falkirk Councils, a project has been agreed to support local people who are on a low income or finding it difficult to manage their budgets and to access affordable credit. Targeting people who are likely to have incomes of lower than £15,000 with no record of savings and who have an extremely poor or no credit rating, advisors will help adults and families to build financial resilience, access and use mainstream banking options and build the capability to manage their money on a day-to-day basis.

The councils have procured the services of Conduit Scotland, who are a not-for-profit Community Development Financial Institution (CFDI) and, will provide fair and affordable loans. Customers will be able to apply on-line at www.conduitScotland.com, by telephone on 0300 111 0556 or by applying at the branch in 79 South Bridge Street, Bathgate.

Along with affordable loans Conduit Scotland will work in partnership with the Advice Shop to offer:

- Money and Budgeting Advice
- Debt Management
- Income Maximisation
- Support to access other financial services, for example bank and savings accounts and credit union accounts
- Referrals to other support services



Food Poverty

At times of extreme hardship, when households have no money, they can turn to the Foodbank to receive a three day emergency food parcel. The reasons for households needing to turn to Foodbanks are varied and multi-faceted. As trusted partners, the Advice Shop is not only a distributor of vouchers but also holds emergency food parcels for dispersal. For those who face persistent food poverty the project looks to work with individuals who find themselves requiring to use a foodbank three or more times in a six month period. One to one support is provided by a dedicated advisor looking at the individual’s income and expenditure as well as looking at their debt and budgeting skills,

In 2016/17, 33 individuals engaged in further advice and support after exceeding their three or more voucher limit. With support from their advisor they were able to make ends meet and have not found themselves requiring food bank vouchers in the last six months.



Child Poverty

Working in partnership with West Lothian Council Registration Services, new parents are offered a referral to the Advice Shop for advice about entitlement to benefits and tax credits and a full financial health check. Between April 2016 to March 2017, 74 new parents engaged with the Advice Shop through this campaign resulting in £111,284 extra income gained.

Families affected by the new lower benefit cap have been contacted and offered tailored advice and support to deal with the impact of the cap on their household income. We worked with 36 affected households to check entitlement to and make claims for benefits and tax credits resulting in £24,784 extra income gained. Those affected have also been supported with advice regarding housing, debt and money management.


Fuel Poverty


During the winter months of 2016/17, the Advice Shop delivered a Keep Warm in winter campaign which offered specialist energy advice and help to access financial support towards energy costs. Over winter, 699 customers received help resulting in fuel savings of £64,226. We also supported 197 customers to make applications for Warm Home Discount, a one off payment of £140 for vulnerable

people with a low income to help towards high winter fuel bills. If successful, these applications would increase income for customers by a total of £41,300.

How to contact us:

-  **Telephone:** 01506 283000
-  **Email:** advice.shop@westlothian.gov.uk
-  **Website:** www.westlothian.gov.uk/advice-shop

 **Address:**
The Advice Shop,
Bathgate Partnership Centre,
South Bridge Street,
Bathgate,
EH48 1TS

 **Opening Hours:**
Monday-Thursday 8.30 – 5pm
Friday 8.30 – 4 pm

See our website for up-to-date information
on all of our outreach sessions.



Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on 01506 280000. Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is 01506 591652. A loop system is also available in all offices.



BROXBURN UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE

PENSIONERS' GROUPS CHRISTMAS FUND ALLOCATIONS 2017

REPORT BY HEAD OF PLANNING ECONOMIC DEVELOPMENT AND REGENERATION

A. PURPOSE OF REPORT

The purpose of this report is to inform the Local Area Committee of the allocations made from the Pensioners' Groups Christmas Fund 2017 to groups in the Broxburn, Uphall and Winchburgh ward, Livingston-wide groups and West Lothian-wide groups.

B. RECOMMENDATION

It is recommended that the committee notes that ten groups within Broxburn, Uphall and Winchburgh ward applied to the fund and have been supported.

C. SUMMARY OF IMPLICATIONS

I Council Values	Being honest, open and accountable. Focussing on our customers' needs. Making best use of resources. Working in partnership.
II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)	The duty of Best Value is set out in the Local Government in Scotland Act 2003.
III Implications for Scheme of Delegations to Officers	The Head of Planning, Economic Development and Regeneration has the delegated authority to make the final allocations and payments.
IV Impact on performance and performance Indicators	None.
V Relevance to Single Outcome Agreement	SOA 5 - Older people are able to live independently in the community with an improved quality of life.
VI Resources - (Financial, Staffing and Property)	Total fund of £28,767 agreed by the council. £2,291.00 will be distributed in the Broxburn, Uphall and Winchburgh ward.
VII Consideration at PDSP	Following consideration at all nine Local Area Committees, an update will be prepared for the Voluntary Organisations PDSP.
VIII Other consultations	Similar reports will be prepared for the other eight Local Area Committees.

D. TERMS OF REPORT

D1 Background

Council approves the Pensioners' Groups Christmas Fund each year. In 2017 the total fund amounts to £28,767 (£29,093 in 2016). The fund is divided by the total number of beneficiaries which, in 2017, is 5,004 (4,659 in 2016). By using that number the global unit cost for 2017 is £5.75 (£6.24 in 2016) per beneficiary (£28,767/5,004). In Broxburn, Uphall and Winchburgh ward there are 508 beneficiaries and an allocation of £2,921.00. A full report on the final allocations will be made to the Voluntary Organisation PDSP later in the year. Letters were issued to groups in late October advising them of the amount of funding they will receive and payments made directly to the bank accounts of groups during November via PECOS.

D2 Applications 2017: Broxburn, Uphall and Winchburgh ward

Ten application forms were issued to groups across Broxburn, Uphall and Winchburgh ward, with all ten being returned. All ten groups have been supported. Appendix one shows the groups supported and the allocation to each.

D3 Applications 2017: Livingston-wide & West Lothian-wide organisations

One application was sent to a Livingston-wide group. This application has been returned and the group supported. Three applications were issued to West Lothian-wide groups. All applications have been returned and the groups supported. Appendix two shows the groups and the allocation to each.

E. CONCLUSION

The report advises of the allocations made from the Pensioners' Groups Christmas Fund 2017 to groups in Broxburn, Uphall and Winchburgh ward, Livingston-wide groups and West Lothian-wide groups.

A full report on the final allocations will be made to the Voluntary Organisation PDSP later in the year. Letters were issued to groups in late October advising them of the amount of funding they will receive, and payments made directly to the bank accounts of groups during November via PECOS.

F. BACKGROUND REFERENCES

Voluntary Organisations Policy Development and Scrutiny Panel, Review of the Pensioners' Groups Christmas Fund Process 2011, Report By Head Of Area Services.

Appendices/Attachments: Two

Appendix 1: Provisional Allocations 2017 Broxburn, Uphall and Winchburgh Ward

Appendix 2: Provisional Allocations 2017 Livingston-wide and West Lothian-wide Organisations

Contact Person: Laura Wilson, Regeneration Team Leader,
laura.wilson2@westlothian.gov.uk

Craig McCorriston

Head of Planning Economic Development and Regeneration

14 December 2017

BROXBURN UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE

PENSIONERS' GROUPS CHRISTMAS FUND ALLOCATIONS 2017

REPORT BY HEAD OF PLANNING ECONOMIC DEVELOPMENT AND REGENERATION

Appendix 1: Allocations 2017 Broxburn, Uphall and Winchburgh Ward

Group	Number of Beneficiaries	Amount
Almondell Court Social Committee	16	£92.00
Golden Age Club	25	£143.75
Hanover Court Social Club	49	£281.75
Holmes Gardens Social Club	70	£402.50
Old Town Centre	24	£138.00
St Andrews Court Social Club	30	£172.50
Society of St Vincent De Paul (Broxburn Conference)	150	£862.50
St Vincent De Paul Conference (Winchburgh Conference)	50	£287.50
Uphall 50+ Friendship Club	46	£264.50
Winchburgh Senior Citizens	48	£276.00
Totals	508	£2,921.00

Note:

BROXBURN UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE

PENSIONERS' GROUPS CHRISTMAS FUND ALLOCATIONS 2017

REPORT BY HEAD OF PLANNING ECONOMIC DEVELOPMENT AND REGENERATION

Appendix 2: Allocations 2017: Livingston-Wide & West Lothian-Wide Organisations

Group	Number of Beneficiaries	Amount
Braid House Day Centre	160	£920.00
Total	160	£920.00

Group	Number of Beneficiaries	Amount
West Lothian Visually Impaired Club	10	£57.50
West Lothian 50+ Network	204	£1,173.00
West Lothian Financial Inclusion Network	150	£862.50
Total	364	£2,093.00

DATA LABEL: Public

BROXBURN, UPHALL & WINCHBURGH LOCAL AREA COMMITTEE

REVISED TIMETABLE OF REMAINING MEETINGS IN 2017-2018

Reports to Committee Officer by 12 noon	Agenda Issue	Meeting Date	Venue
Thursday 8 February 2018	Friday 9 February 2018	Thursday 15 February 2018	Council Chambers, WL Civic Centre
Thursday 17 May 2018	Friday 18 May 2018	Thursday 24 May 2018	Council Chambers, WL Civic Centre

Meetings will be held at 9.30 a.m. unless otherwise advised

BROXBURN, UPHALL AND WINCHBURGH LOCAL AREA COMMITTEE - WORKPLAN FEBRUARY 2017-18

	Issue	Purpose	Lead Officer	Date
1	Police Report	Quarterly update on Police/NRT activity in the ward	Insp Scott Robertson	All Meetings
2	Fire Report	Quarterly report on activity from SFRS	Desmond Donnelly	All meetings
3	Housing Report	Quarterly update on Housing related activity	Phyllis McFadyen	All Meetings
4	NETS & Land Services Report	Quarterly update report on NETs activity	David Lees	All Meetings
5	Community Regeneration Report	To provide an update on the implementation of regeneration plans	Hazel Hay	All meetings
6	Air Traffic Noise Issues	Update on air traffic noise monitoring and other issues	Andrew Blake	All meetings
7	Villages Improvement Fund Applications	To present all applications received to the VIF	Hazel Hay	As required
8	Broxburn Academy	To provide an annual report on activity and attainment at the school	Peter Reid	February 2018
9	Pensioners Christmas Fund	To provide provisional allocation information	Laura Wilson	September 2018
10	St Margaret's Academy	To provide an annual report on activity and attainment at the school	Siobhan McGarty	September 2018
11	Pensioners Christmas Fund	To provide final allocation details	Laura Wilson	December 2018
12	Advice Shop	Annual update on activity in the ward	Elaine Nisbet	December 2018

